



Why We Have This Policy

This policy explains how Sirv manages feedback and complaints to meet the NDIS rules.

What We Want to Achieve

At Sirv, we want to make sure everyone knows how to give feedback or make a complaint. We value all feedback and handle it with respect.

NDIS Quality Rules

Sirv follows these rules to ensure quality services:

- We have a system to handle complaints fairly and meet NDIS rules.
- We tell participants how they can give feedback or make a complaint.
- We always work to improve how we manage feedback and complaints.
- All staff know how to handle complaints.

Who This Policy Is For

This policy applies to all Sirv staff, including permanent, temporary, and casual workers, as well as volunteers and contractors. Everyone must follow this policy.

Important Documents

This policy is supported by other important documents, such as our Policy Register, which helps us manage feedback and complaints.

Key Terms

- **Sirv:** The organisation providing services.
- **Client:** A person receiving support from Sirv.
- **Complaint:** When someone is unhappy with a service and wants a response.



- **Complainant:** The person who makes a complaint.
- **Complaint Manager:** The person who handles complaints.
- **Worker:** Any staff member, contractor, or volunteer working for Sirv.

Policy Summary

Sirv will:

- Have a system to manage complaints fairly.
- Ensure all clients know how to give feedback or make a complaint.
- Treat all feedback with respect.
- Handle complaints quickly and fairly.
- Improve services based on feedback.

Who Can Complain?

Anyone can make a complaint about Sirv, including clients, their families, workers, or members of the public. Complaints can be made anonymously.

How to Make a Complaint You can complain by:

- Talking to staff in person.
- Emailing hello@sirv.com.au.
- Filling out a form on our website: <https://sirv.com.au>. This can be done anonymously.
- Posting a letter to PO Box 1006, Milton, Queensland 4064.
- Calling 1300 408 123.
- Complaining to the NDIS Commission



You can also complain to the NDIS by:

- Calling 1800 035 544.
- Completing a form on the NDIS website. [Feedback and complaints | NDIS](#)

Support for Complainants

Our staff will help anyone who wants to make a complaint by providing information and ensuring a safe environment to voice concerns.

Who Handles Complaints?

Typically, your Manager will handle your complaint.

If your complaint is about your Manager or you have spoken to your Manager and are still not satisfied, you can contact hello@sirv.com.au and be assisted by the Quality Risk and Compliance team.